

Subject - B. Voc. (Retail Management)

NSQF Level	Component	Subject Code	Course Title
4 Retail Sales Associate	General	RA 111/ RA 114	Business Communication and Personality Development-1
		RA112/ RA113	Fundamentals in Accounting and Technology (Computer Skills-I)
	Skills	RA121	Introduction to Retail and Retail Store Operations. Health, Safety & Security. Team and Org. Dynamics.
		RA122	Consumer Buying Behaviour and Retail Sales
		RA123	Relationship Management
		RA124	Internship Project
5 Retail Team Leader	General	RA 211/ RA214	Business Communication and Personality Development-II
		RA212/ RA213	Fundamentals in Accounting and Technology (Computer Skills-II)
	Skills	RA221	Store Display and Visual Merchandising
		RA222	Sales & Customer Experience Management
		RA223	Organization & Team Dynamics
		RA224	Internship Project
		RA311	Communicative English
6 Department Manager	General	RA312	Stores Operations & Supply Chain Management
		RA411	Environment Science
		RA412	Human Resource Management
	Skills	RA321	Retail Store Operations and Profitability Management
		RA322	Customer Experience Management
		RA421	Understanding Leadership
		RA422	Team and Organizational Dynamics
		RA423	Internship Project
7 Store Manager	General	RA511	Marketing Management
		RA512	Business Statistics
		RA611	Ethics & Corporate Social Responsibility
		RA612	Retail Environment
	Skills	RA521	Retail Store Operations and Sales
		RA522	Process Compliance, Safety, and Security
		RA621	People, Process, and Profitability Management
		RA622	Internship Project

Subject - B. Voc. (Hospitality & Tourism)

NSQF Level	Component	Subject Code	Course Title
4 Front Office Associate	General	EN111	Learning a Foreign or Local Language including English
		TH112	Introduction to Tourism Aviation, Hospitality Industry
	Skills	TH121	Front Desk Operation
		TH122	Basics of Hospitality Service
		TH123	Customer Query and Complaint Management
		TH124	Internship Project

5 Front Office Executive	General	EN211	Tourism Products
		TH212	Communicative English for Tourism and Hospitality
	Skills	TH221	Hospitality and Tourism Products
		TH222	Guest handling and Team Management
		TH223	Hospitality Supervisory Skills-I
		TH224	Internship Project
6 Guest Relation Manager	General	TH311	Basic of Tourism Research
		TH312	Basic of Tourism Management
		TH313	Travel Agency Management and Operations
		TH314	Environmental Science
	Skills	TH321	Guest Relations
		TH322	Training and Supervision Front Office Staff
		TH323	Hospitality Supervisory Skills-II
		TH421	Internship Project
7 Duty Manager	General	TH511	Travel Geography
		TH512	Itinerary Preparations
		TH513	Entrepreneurship in Tourism & Hospitality Industry
		TH514	Introduction to Tourism Marketing
	Skills	TH521	Hotel Reservation System
		TH522	Front Office Management
		TH523	Hospitality Management
		TH621	Internship Project